



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for quarter ending March 31, 2010**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	79.00 *	111.00 *	131.00 *	107.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	63.00 *	100.00 *	84.00 *	82.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	82.80% *	85.40% *	90.60% *	86.27% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.27	1.24	1.52	1.34
H. Percent Repeat Trouble Reports [730.545(c)]	0.90%	8.60%	2.40%	3.97%
I. Percent of Installation Trouble Reports [730.545(f)]	12.60%	10.10%	14.10%	12.27%
J. Missed Repair Appointments [730.545(h)]	6	9	7	7
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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